WERNERCO

June 13, 2024

Stop Use and Replace: R410010LE Max Patrol™ Self Retracting Lifeline

Werner Co. is issuing a Stop Use and Replace Notice for a limited number of R410010LE Max Patrol™ Self Retracting Lifelines (SRL) manufactured May 2024. There have been no reports of any incidents or injuries associated with this issue. Nonetheless, out of an abundance of caution for safety, Werner Co. is providing the following Notice and inspection procedure to identify affected SRLs.

Werner Co. has recently identified a potential manufacturing issue with the R410010LE Max Patrol SRL with a manufacture date of May 2024 (5/24) and serial numbers with AL241081-AL241944. **Any R410010LE SRL found with this information MUST be removed from service immediately.**

Inspection

1. Locate the back label of the R410010LE.
2. On the back label, identify the Manufacture Date (Mfg. Date)
    a. If the manufacture date is 5/24, proceed to step 3.
    b. If the manufacture date is anything other than 5/24, the SRL is not part of this notice.
3. Identify the Serial Number (Serial #).
    a. If the serial number is AL241081 - AL241944, stop use of the SRL and remove from service.
    b. If the serial is anything other than AL241081 - AL241944, the SRL is not part of this notice.
4. **Any R410010LE with a manufacture date of 5/24 AND a serial number with AL241081 - AL241944, MUST be removed from service immediately and sent to Werner Co. for replacement.** Please see Replacement Instructions below.

Images

R410010LE	Back Label of R410010LE	Manufacture Date & Serial Number

Affected Model Numbers

Model	Description
R410010LE	10FT Max Patrol™ Self Retracting Lifeline with Leading Edge Capability

Replacement Instructions

Please immediately notify any of your customers that have purchased R410010LEs from you between May 24, 2024 - June 13, 2024. Have them return any R410010LE with a manufacture date of May 2024 (5/24) and serial numbers with AL241081-AL241944 back to the place of purchase for replacement.

Werner Co. will replace all R410010LE Max Patrol™ SRLs shipped to you from May 24, 2024, - June 7,2024. A credit will be issued for the affected product shipped on the original PO.

1. Order replacement R410010LE Max Patrol™ SRLs, through Werner Co. Customer Care for immediate processing by emailing:
    a. Orders@wernerco.com
    b. with "HOT R410010LE REPLACEMENT" in the subject line.
    c. Standard pricing will apply to these orders as credit will be applied to the original PO.
2. Please return any R410010LE Max Patrol™ SRL with a manufacture date of May 2024 (5/24) and serial numbers with AL241081-AL241944 to Werner Co. Please use FedEx account number 335240057 and send to the address below.

Werner Co.
7303 Burleson Rd., Ste 901
Austin, TX 78744

We apologize for any inconvenience that this may cause and appreciate your continued support and use of Werner fall protection products.

Sincerely,

Michael N. Cameron
Technical Service Manager
Werner Co.